

## VA Pharmacy Information

### Salisbury VAMC, Charlotte HCC, Kernersville HCC, Charlotte CBOC

#### Frequently Asked Questions

1. How do I get my new prescriptions?  
New prescriptions will be mailed unless there is an urgent need to pick them up the same day. You must see a pharmacist in order to activate your new prescriptions. Report to Pharmacy Check-In to see a pharmacist. If you do not have an urgent need to pick up your prescription, there is no need to report to pharmacy unless you would like to discuss your medications with a pharmacist.
2. How do I request my refills?  
**Your refills are NOT sent to you automatically.** You must request **ALL** refills using one of the three following methods.
  - A. Mail – When you receive your medication, you will also receive a bar coded form with each prescription that you can mail to the Salisbury pharmacy to request your refills. This must be done in a timely manner to allow for your request to be received at the Salisbury pharmacy and for the prescription to be processed and mailed back to you from the mail order facility. If you lose the form, you can send a note indicating your name, social security number and the medication that you are requesting.
  - B. Telephone – Call 1-877-354-5196 to request refills on medications. You must have your social security number and prescription number readily available.
  - C. Internet – ( [www.myhealth.va.gov](http://www.myhealth.va.gov) ) You will need to register the first time you access the web site. At that time you will receive a login id and a password. Then follow the instructions to request a refill. You will need your prescription number.
3. Where do I get my refills?  
**ALL** refills will be mailed to you upon your request by one of the methods listed above. **You do not pick up refills at the VA facility.** Only the first fill of an urgent prescription can be picked up at the pharmacy.
4. How do I get a medication renewed when my prescription has no refills left?  
You may use the automated refill number (1-877-354-5196) and choose the option to speak to a pharmacy representative. Or, you may call 1-800-469-8262 or 1-704-638-9000 and follow the prompts to speak with a pharmacy representative. Provide prescription information to the pharmacy representative. Pharmacy will notify your provider that you have requested your prescription be renewed.
5. How do I check the status of my prescriptions?  
You may check the status of your prescription by calling 1-877-354-5196 or by checking online through My HealtheVet ( [www.myhealth.va.gov](http://www.myhealth.va.gov) ).
6. How do I pay for my prescriptions?  
You will be billed for any co-payments that you may have. Any questions regarding billing can be addressed by calling 1-866-290-9438.